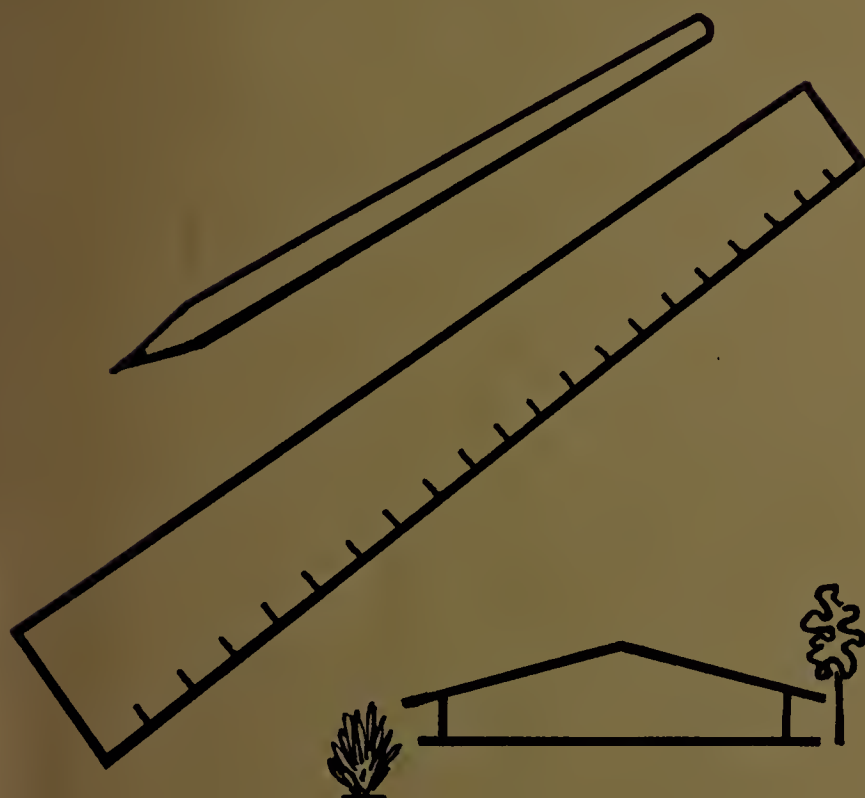


# STANDARDS FOR REHABILITATION FACILITIES AND SHELTERED WORKSHOPS



U.S. DEPARTMENT OF  
HEALTH, EDUCATION, AND WELFARE  
SOCIAL AND REHABILITATION SERVICE

Rehabilitation Services Administration

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STANDARDS FOR REHABILITATION FACILITIES  
AND SHELTERED WORKSHOPS

REVISED 1969

Department of Health, Education, and Welfare  
Social and Rehabilitation Service  
Rehabilitation Services Administration  
Washington, D.C. 20201

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## PREFACE

There is widespread interest in standards for facilities and workshops. Much of this interest may be attributed to the fact that substantial amounts of money are channeled to facilities and workshops through community support, the purchase of services, and government grants. Contributors and consumers of services want to know whether funds are being expended effectively. Standards provide the means for making such a determination.

The standards in this document apply to facilities and workshops and were recommended to the Secretary of Health, Education, and Welfare by the National Policy and Performance Council, a broadly representative advisory group of twelve persons appointed by the Secretary. Use has been made of standards developed in recent years by the National Association of Sheltered Workshops and Homebound Programs, the Association of Rehabilitation Centers, Goodwill Industries of America, and the Commission on Standards and Accreditation of Services for the Blind.

This particular set of standards was developed primarily for use by the Rehabilitation Services Administration in the conduct of Training Services Project Grants and Facility Improvement Grants.

All standards and criteria herein must be met by the applicant for a training services grant. In addition to the minimum requirements, the Council has recommended additional practices considered highly desirable. A survey team arranged by the Rehabilitation Services Administration will visit each facility to determine whether it meets the standards and to what extent it follows recommended practices.

Every application for a rehabilitation facilities improvement grant is judged on the basis of whether the grant will enable the facility to make substantial progress toward meeting the standards and criteria. In the case of facilities already meeting these standards and criteria, the application must explain how the grant will make possible substantial improvement in the services of the facility.

In addition to serving as a measure of quality, standards are an important educational tool. They help the governing board of the facility and other interested groups in the community to better understand what is required for a sound program. They also serve as a means for self-evaluation by the board, administrator, and staff. The end result of the judicious employment of sound standards is increased effectiveness in the national effort to rehabilitate handicapped persons.

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January, 1969

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\* Members of the original Council



## FOREWORD

When the first standards for rehabilitation facilities and sheltered workshops were recommended by the National Policy and Performance Council to the Department of Health, Education, and Welfare for publication in January 1967, both the Council and the Department charted a course for the future aimed at encouraging continued improvement in this field.

Traditionally, rehabilitation facilities and sheltered workshops are not static fixtures; rather, they are dynamic institutions that constantly bring the benefits of progress to the disabled whom they serve. Theirs is a philosophy that embraces boldness in seeking improvements and readiness to effect innovations.

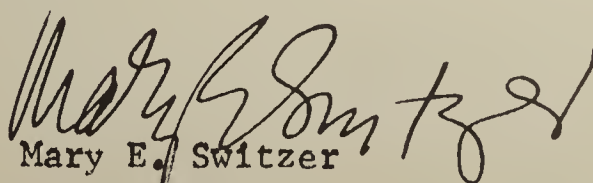
This progressive philosophy, together with the resulting continued improvement, are reflected in the need for new standards after less than two years. The initial standards have served the cause of rehabilitation well, and form the foundation upon which improvements are based.

As recommended by the Council, periodic reviews of rehabilitation facilities and sheltered workshops have been made to ensure that the standards reflect sound and up-to-date practices. In eighteen months, staff members of the Rehabilitation Services Administration made fifty site surveys to determine whether the facilities examined meet the standards prescribed. Conformity with the standards is required of all facilities participating in the Training Services Project grant program of the Rehabilitation Services Administration.

An important need uncovered by survey teams making site visits was the need for a greater emphasis on safety in the operation of rehabilitation facilities and sheltered workshops. These revised standards incorporate the necessary provisions for increased safety.

The Social and Rehabilitation Service will continue its strong support of the work of the Commission on Accreditation of Rehabilitation Facilities and the National Accreditation Council for Agencies Serving the Blind and Visually Handicapped. State rehabilitation agencies are urged to use accredited rehabilitation facilities as well as accredited hospitals.

It is our earnest hope that the standards embodied in this publication will be of help to administrators of rehabilitation facilities and sheltered workshops, to community rehabilitation agencies, and to purchasers of rehabilitation services in the continuing cause of providing better services to disabled Americans.



Mary E. Switzer  
Administrator  
Social and Rehabilitation Service



## Definitions

### Job Family

"Job family" means a grouping of occupations on the basis of similar job requirements such as tasks performed, work experience, training, skills, and knowledge.

### Job Tryouts

"Job tryouts" means work experiences, within the facility or in conjunction with outside industry, to assist the individuals to acquire knowledge, develop skills and/or assess readiness for job placement.

### Training in Occupational Skills

"Training in occupational skills" means a planned and systematic sequence of instruction under competent supervision which is designed to impart predetermined skills and knowledge with respect to a specific occupational objective or a job family, and to assist the individual to adjust to a work environment through the development of appropriate patterns of behavior.

### Training Services

"Training services" shall include training in occupational skills and related services, including work evaluation, work testing, provision of occupational tools, and equipment required by the individual to engage in such training, and job tryouts; and payment of weekly allowances to qualified individuals receiving these services.

### Work Evaluation

"Work evaluation" means the appraisal of the individual's capacity including patterns of work behavior, ability to acquire occupational skills, and the selection of appropriate vocational goals. It includes "work testing," "job tryouts," and self appraisal.

### Work Testing

"Work testing" means the utilization of work, simulated or real, to assess the individual's productive, physical, psychological and social capacities to perform in a work environment.



## I. Organization and Administration

### STANDARD

THE ORGANIZATIONAL AND ADMINISTRATIVE STRUCTURE OF THE FACILITY \* SHALL CONTRIBUTE EFFECTIVELY TO THE ACHIEVEMENT OF ITS GOALS.

### CRITERIA

- A. A facility shall be a legally constituted nonprofit corporate entity under the appropriate Federal, State or local statute. \*\*
- B. The constitution or bylaws shall:
  - 1. Provide for a governing body.
  - 2. Describe qualifications, if required, for membership on the governing body.
  - 3. Describe procedures for selection and tenure of office of members of the governing body.
  - 4. Describe methods of amending the bylaws.
  - 5. Provide that the governing body shall be responsible for the formulation and implementation of overall policy.
- C. The governing body shall be so constituted as to provide effective leadership in the fulfillment of its responsibilities.
  - 1. Membership shall be broadly representative of the community.
  - 2. Members shall serve without pay.
  - 3. No financial benefit shall accrue as a result of membership on the governing body.
  - 4. The governing body, or its executive committee, shall meet at least quarterly.
  - 5. Minutes of all official meetings of the governing body and its executive committee shall be maintained.

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\* Facility is used in these standards and criteria in a generic sense and includes rehabilitation centers and sheltered workshops.

\*\* In a public agency, accountability rests with an appointed or elected administrative official or governing body, whose authority derives from the political entity which has sanctioned the agency's existence.

6. There shall be provision for long range planning to assess the changing labor market, present and future, and determine community job opportunities.
  7. The governing body shall be responsible for an annual evaluation of the facility's program activities.
- D. The governing body shall exercise general supervision, and establish policy regarding property, funds, management, and operations.
1. The governing body shall have responsibility for providing building and equipment needs of the organization.
  2. The governing body shall develop adequate financial support.
  3. Capital commitments shall not be made to the detriment of equitable compensation to the client.
  4. The financial operations of the facility shall be audited annually by an independent accountant, wherever possible, by a certified public accountant.
- E. The governing body shall employ a full-time administrator and delegate to him authority and responsibility for the management of the affairs of the agency in accordance with established policies.
- F. The administrator shall carry out the policies and supervisory responsibilities as delegated by the governing body.
1. He shall employ staff, set forth their duties, designate lines of authority and communication, and provide a chart of organization.
  2. He shall encourage staff members to be active in appropriate professional organizations and to attend meetings, classes, and study literature pertinent to professional development.
- G. The administrator of the facility shall observe sound business practices.
1. He shall prepare an annual budget which anticipates needs and resources and submit it to the governing body for approval.
  2. Accounting practices shall be in accordance with generally accepted accounting procedures.
  3. Provision shall be made for proper fire, public liability, workmen's compensation and fidelity bonding insurance coverage. Periodic review shall be made of such coverage.



4. Financial records shall identify staff salary and wages, client wages, wage supplements, direct and indirect overhead costs.
  5. Fiscal reports shall be prepared and submitted to the governing body at least quarterly.
  6. All monies or receipts shall be deposited daily and all funds disbursed by check, with the exception of an appropriate revolving petty cash fund.
  7. Sound ethical and business practices shall be observed in the payment of obligations and collections.
  8. A reasonable cash reserve shall be maintained for contingencies.
- H. An accounting system shall be maintained which enables the facility to identify clearly the cost of rehabilitation services and other expenses of operation.
- I. Ethical and sound practices shall be observed in bidding and executing contracts.
1. In determining cost, the overhead markup shall be sufficient to cover indirect labor and other production expenses.
  2. Selling prices of any goods produced in the facility shall be in line with prevailing prices.
  3. There shall be an effective quality control program.
  4. Contract bidding practices and selling prices of manufactured goods shall be reviewed at least annually by staff and governing body.
- J. The facility shall comply with all applicable State and Federal wage and hour regulations.
1. Where client wages are less than the statutory minimum, the facility shall have a wage exemption certificate from the appropriate State and Federal agency.
  2. The facility shall comply with the legal minimum age requirements.
  3. All clients shall be paid wages at least commensurate with their productivity on the job, and with those paid for similar types and amounts of work done in local commercial and industrial establishments.

- K. Clients not covered by the Federal wage and hour regulations shall be paid wages equivalent to those covered by the law and commensurate with their productivity.
- L. The facility shall comply with the Civil Rights Act of 1964 and all other appropriate laws, rules and regulations dealing with Civil Rights.
- M. The facility shall comply with the equal pay provisions of the Fair Labor Standards Act which prohibits an employer from discriminating on the basis of sex.
- N. The facility shall comply with the Age Discrimination in Employment Act which prohibits an employer from discriminating on the basis of age.

#### RECOMMENDED PRACTICES

1. The constitution or bylaws shall provide for a rotating governing body.
2. Where possible, financial support for the facility shall be on a broad community basis.
3. The administrator shall encourage staff to experiment to effect improvements in the program of services.

## II. Services

### STANDARD

THE PROGRAM OF SERVICES SHALL BE PLANNED AND OPERATED IN RELATION TO PRESENT AND FUTURE NEEDS OF ITS CLIENTS. THESE SERVICES SHALL BE OF SUCH A QUALITY AND SO APPLIED THAT THEY CONSTITUTE AN EFFECTIVE PROGRAM WHICH ACHIEVES THE OBJECTIVES OF REHABILITATION FOR THE INDIVIDUAL CLIENT.

### CRITERIA

#### A. Intake

1. There shall be written criteria and procedures for admission.
2. All referrals for services shall be screened by personal interview and review of other pertinent information.
3. Recent medical and other appropriate examinations shall be obtained to guide the staff concerning disabilities and health problems including treatment and work restrictions.
4. The intake process shall orient the client to the facility's program of services.

#### B. Work Evaluation

1. Work evaluation shall be a carefully planned and integral part of the program, and continuous during the time the client is in the facility.
2. The evaluation process shall include techniques to measure employment potential and uses appropriate measures such as written tests, job tryouts, records, reports and staff interviews.
3. The evaluation procedures shall include a careful assessment of the psychological and social traits, and physical capacities.



## C. Training in Occupational Skills

### 1. Organization

- a. The training shall be meaningful and implement a rehabilitation plan.
- b. The number of clients shall not exceed those that can be instructed effectively in the space and with the equipment and staff that are available.
- c. The facility offers a realistic industrial setting with respect to equipment, lighting, ventilation and other physical and operational factors.
- d. The training courses shall be planned to meet current and future job opportunities.
- e. Clients shall be selected for training in occupational skills on the basis of interest, aptitudes and abilities as reflected by records and performance.
- f. There shall be a written organized plan of instruction for each training course.
- g. Follow-up data shall be used in revising the training program of the facility.

### 2. Instructional activities shall include experiences:

- a. Designed to develop skills, knowledge and work habits comparable to that required for successful employment.
- b. That emphasize the principles of safety.

### 3. Work Adjustment

- a. The work adjustment training shall be flexible and graduated so activities can be modified to meet the client's needs.
- b. The program shall be organized and conducted in a manner to:
  - (1) Develop work tolerance.
  - (2) Facilitate motivation to do productive work, to be self-reliant, to accept supervision, and to relate properly to co-workers.

- (3) Develop good work practices, including safety habits, punctuality and regular attendance, concentration, accuracy and speed and job readiness.
- (4) There shall be a periodic review of each client in the work adjustment program and a record maintained of his progress.

D. Placement

1. The facility shall insure that a carefully planned program of placement and follow-up is provided for each client.
2. The placement process shall include the orientation of the client to the demands of the job and information to the employer as to the client's ability and special needs.
3. Existing community services such as the vocational rehabilitation agency, public employment agencies, organized labor, and industrial and business resources shall be utilized in the placement program.
4. The placement program shall be reviewed at least annually by the governing body.

E. Self-Evaluation

Appropriate self-evaluation of the program of services shall be carried on by the facility.

- F. Supportive services, such as counseling and social services, shall be available as needed.



### III. Staff

#### STANDARD

THE STAFF \* OF THE FACILITY SHALL BE COMPETENT, PROFESSIONALLY ETHICAL AND QUALIFIED FOR POSITIONS HELD.

#### CRITERIA

- A. The governing body shall have final authority for the approval of personnel policies. Written personnel policies, practices and job descriptions for staff personnel shall be developed and reviewed periodically by the governing body with the administrator.
  - 1. Written personnel policies and practices shall be available to each staff member and to the governing body.
  - 2. Each staff member shall be provided with a job description.
- B. A confidential personnel record shall be maintained for each member of the staff which is available only to authorized persons.
- C. An in-service training program for staff shall be planned and implemented.
- D. Qualifications of staff shall meet all requirements established by the State in which the facility is located.

#### RECOMMENDED PRACTICES

##### A. Administrator

Alternate Title: Executive Director

- 1. Education : A bachelor's degree from an accredited college.
- 2. Experience : A minimum of 4 years full-time paid employment with at least 2 years experience in administrative work directing professional, technical or supervisory personnel.
- 3. Substitutions for Education: Two years of any combination of supervisory experience and training in a workshop, in rehabilitation or in industry may be substituted for each year of college education, provided that 10 years supervisory experience shall be necessary for the equivalency of a bachelor's degree.

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\* There is no requirement that the facility have all the staff listed.

## B. Plant Manager

Alternate Title: Production Superintendent

1. Education : High school graduate.
2. Experience : A minimum of 5 years full-time paid employment in industry or in sheltered workshops, including at least 2 years supervisory experience.

## C. Contract Procurement Specialist

1. Education : High school graduate.
2. Experience : A minimum of 4 years full-time paid employment in industrial sales, industrial engineering or related fields, including experience in estimating and bidding practices.

## D. Workshop Foreman

Alternate Title: Production Department Supervisor

1. Education : High school graduate.
2. Experience : A minimum of 4 years full-time paid employment in industry or in sheltered workshops.

## E. Work Evaluator

Alternate Title: Vocational Evaluator

Evaluators should meet one of the requirements listed below:

1. Master's degree in an appropriate field and one year of experience in rehabilitation or other suitable experience.
2. An undergraduate degree with 3 years of appropriate experience in such areas as:

Education

Industrial Arts

Occupational Therapy

Rehabilitation Counseling

Psychology

Social Sciences

Manual Arts Therapy

3. Other combinations of experience and training or experience in industry and completion of specialized rehabilitation related courses which, in the judgment of the survey team, will meet the recommended practices.

F. Occupational Skill Instructor

Occupational skill instructors should meet one of the following requirements:

1. Be accredited by the State Department of Education, or
2. Qualify as a journeyman through apprenticeship training and have one year of experience teaching a trade, or
3. Other combinations of experience and training or experience in industry and completion of specialized rehabilitation related courses which, in the judgment of the survey team, will meet the recommended practices.

G. Vocational Rehabilitation Counselor

Should either:

1. Have completed a vocational rehabilitation counseling curriculum, or
2. Have completed a college degree and two years of full service in a vocational rehabilitation agency, or
3. Have completed a graduate curriculum in counseling and guidance or psychology.

H. Psychologist

Shall have a master's degree in psychology from a recognized university.

I. Social Worker

Shall have graduated from an accredited school of social work.

J. Occupational Therapist

Shall be a graduate of an accredited school of occupational therapy.

K. Physician

Shall be licensed or authorized by the State to practice medicine.

L. Physical Therapist

Shall be a graduate of an accredited school of physical therapy.

M. Job Placement Specialist

Shall have a bachelor's degree, plus two years personnel work experience or other combinations of experience and training which, in the judgment of the survey team, qualify the individual for the position.



## IV. Clients

STANDARDS

THE FACILITY SHALL OBSERVE CLIENT PERSONNEL POLICIES AND PRACTICES WHICH PROTECT THE INTEREST OF THE CLIENT.

CRITERIA

- A. The governing body shall have final authority for the approval of personnel policies affecting the client. Written policies and practices shall be developed and reviewed periodically by the governing body and the administrator.
  - 1. The facility shall distribute a manual which provides information on services, benefits, working conditions and other matters of particular interest to the client.
  - 2. There shall be a grievance procedure.
  - 3. A confidential case record shall be maintained for each client and available only to authorized persons.
  - 4. Prior to any change in the client's status, the change and the reasons therefor shall be reviewed with the client.



## V. Records and Reports

### STANDARD

THE FACILITY SHALL MAINTAIN ACCURATE AND COMPLETE RECORDS AND PREPARE AND DISTRIBUTE REPORTS NECESSARY TO THE ACHIEVEMENT OF ITS GOALS.

### CRITERIA

- A. The facility shall establish, maintain and utilize records and reporting systems to meet all applicable professional, administrative, and legal requirements.
  - 1. A current central service record shall be kept on each client, which shall include:
    - a. Client referral and intake information.
    - b. Pertinent medical, psychological, social, education and work history.
    - c. The rehabilitation plan for the client.
    - d. A record of attendance, performance and progress.
    - e. Follow-up data concerning the client's placement.
  - 2. An appropriate payroll record shall be prepared and maintained for each client and include:
    - a. Client identification information.
    - b. Time of day and day of week work week begins.
    - c. Daily and weekly hours worked.
    - d. Regular and overtime earnings separated.
    - e. Total or gross pay for the period, any additions or deductions from earnings, and net pay for the period.
    - f. Date on which each payment is made and the pay period covered.

3. Each client shall receive a written statement for each pay period which indicates gross pay, hours worked and deductions.
  4. The facility, if it is a workshop, shall maintain such records as necessary to give evidence it pays rates commensurate with the prevailing rate for similar quality and quantity of work in other establishments in the community.
    - a. A production record shall be maintained for each client whose productivity can be measured and who is paid at piece rates.
    - b. For all non-piece rates, there shall be a semi-annual report on wages and work performance.
    - c. The facility shall maintain records of local prevailing wage rates paid non-handicapped persons for the same or similar types of work done in the workshop, or if not readily available, wage rates for work requiring a similar level of skill.
- B. The facility shall take appropriate safeguards to keep and protect all records and to insure their confidentiality.

## VI. Community Relations

STANDARD

THE FACILITY SHALL DEVELOP BROAD COMMUNITY AND PROFESSIONAL ACCEPTANCE IN ORDER TO IMPLEMENT EFFECTIVELY ITS PROGRAM GOALS.

CRITERIA

- A. The facility shall establish and maintain working relations with other community health and welfare organizations, business, civic, labor and other groups able to contribute to the rehabilitation and placement of the handicapped.
- B. The facility shall establish effective and cooperative agreements with other community resources in order to provide services as needed by the client.
- C. The facility shall have a well planned public education program to encourage the understanding and support of the community.
- D. Fund raising activities of the facility shall conform at least to local standards for social welfare organizations.

## VII. Safety

STANDARD

THE PHYSICAL PLANT OF THE FACILITY AND ITS ENVIRONMENT SHALL BE SUCH THAT THE SAFETY AND HEALTH OF THE STAFF AND CLIENTS ARE PROTECTED.

CRITERIA

- A. The physical plant and equipment shall meet all applicable legal requirements for construction, safety, and design.
- B. The primary objective of the safety policy of the facility shall be the prevention of injuries. An auxiliary goal is to preclude damage to equipment and other property.
  - 1. The governing body shall establish the safety policy.
  - 2. The administrator shall designate a member of the staff as Safety Supervisor to be responsible for the planning, direction, and maintenance of an accident prevention program. This program shall include, but not be limited to:
    - a. An accident report system.
    - b. A written plan of evacuation.
    - c. Quarterly fire drills.
  - 3. An audit of the safety program and practices shall be made at least once each year by an outside safety consultant.
  - 4. A safety committee composed of the Safety Supervisor, members of the staff and representatives of the client body shall be appointed and meet at least every three months. Minutes shall be kept of all meetings and submitted to the administrator.
  - 5. The administrator shall submit a safety report and accident analysis to the board at least once each year.



6. A safety education program shall be established to include:
  - a. Training for staff personnel in the principles of accident prevention and the control of specific hazards.
  - b. Training for clients in personal safety habits and safe working habits.
7. In-house or contract medical services shall be available for the treatment of occupational injuries or illness.
- C. The facility shall be accessible to and usable by physically handicapped persons.

#### Recommended Practices

1. The safety consultant shall be chosen from the following resources:
  - a. American Society of Safety Engineers.
  - b. National Fire Protection Association.
  - c. Insurance Companies (workman's compensation insurance carrier).
  - d. State Department of Labor, Industrial Safety Division.
  - e. Local or State Department of Industrial Hygiene or Public Health.
  - f. Local or State Fire Marshal's office.
  - g. Technical Assistance program administered by the Rehabilitation Services Administration.

#### Explanatory Note:

The Vocational Rehabilitation Act stipulates that a training services grant cannot be made to any rehabilitation facility which does not comply with safety standards prescribed by the Secretary of Labor.

The Secretary of Labor has determined that the safety standards provided in the Code of Federal Regulations Part 50-204 shall have effect to the extent applicable to any workshop or rehabilitation facility that is an applicant for a facility improvement grant or a training services grant.

The safety standards in this part supplement those of the Secretary of Labor.



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FACILITIES AND SHELTERED  
WORKSHOPS.

(1969)

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AMERICAN FOUNDATION FOR THE BLIND  
15 WEST 16th STREET  
NEW YORK, N. Y. 10011

